

Milwaukee's Laboratory System Improvement Program - 2018 Reassessment and Next Steps

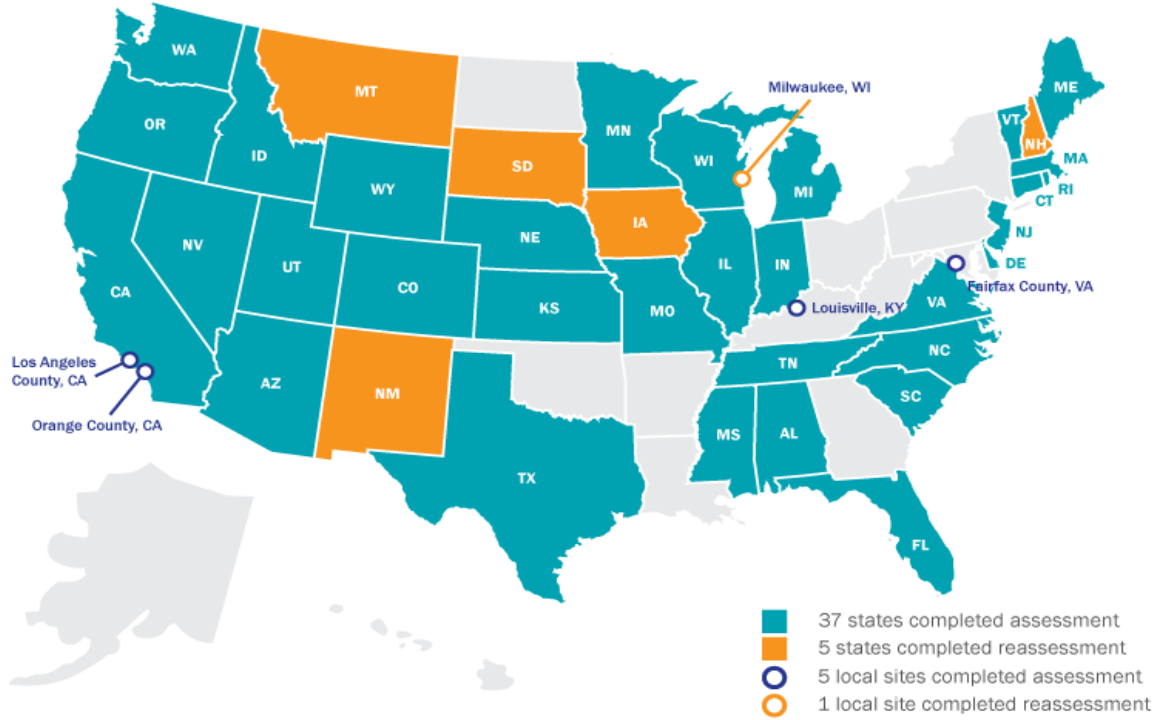
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INTRODUCTION

Continuous improvement is essential in public health laboratories (PHLs). The Association of Public Health Laboratories (APHL) provides a framework for assessing the quality of state and local laboratory systems via the Laboratory System Improvement Program (L-SIP) based on the 10 Essential Public Health Services (ES). As the first local PHL (LPHL) to ever conduct an L-SIP assessment (in 2010), the City of Milwaukee Health Department Laboratory (MHDL) in 2018 also became the first LPHL to complete L-SIP reassessment.

Fig 1. L-SIP Participation Map as of Fall 2018



- Promote and support high performance levels of MHDL through continuous quality improvement by inclusion of partners and stakeholders in a systems approach to better public health outcomes
- Identify strengths and gaps that can be addressed in the laboratory system quality improvement efforts
- Improve communication and collaboration by bringing partners (e.g., public health, environmental, clinical laboratories, academicians, first responders) together
- Strengthen diverse network of partners throughout the federal, state and local systems, leading to cohesive partnerships and better coordinate activities and resources

MATERIALS AND METHODS

Attendees: 50 LPHL system stakeholders representing 25 agencies
Venue: Milwaukee County War Memorial (near Lake Michigan)
Date: May 10, 2018.

A plenary session evaluated ES #2 (Diagnose and investigate health problems and hazards), with all stakeholders then break into three work groups to assess the remainder of the 10 ESs.

Attendees were distributed into three break out sessions with 20 members in each group to tackle 3 ESs. The break out sessions were led by a facilitator and theme taker provided with the L-SIP tool for scoring activity (none, minimal, moderate, significant, optimal) relevant to the ES in discussion.

Input from all participants was captured by identifying 2 to 3 next steps, assigning priority (immediate, high, medium, low) and evaluating the process.

RESULTS

Fig 2. L-SIP assessment tool

SCORE	% performance described met within PHL system
None	0 %
Minimal	> 0 but ≤ 25 %
Moderate	> 25 but ≤ 50 %
Significant	> 50 but ≤ 75 %
Optimal	> 75 %



System Strengths

ES #3 (Inform, educate, and empower people about health issues)

ES #6 (Enforce laws and regulations that protect health and ensure safety)

ES #7 (Link people to needed personal health services and assure the provision of health care when otherwise unavailable)

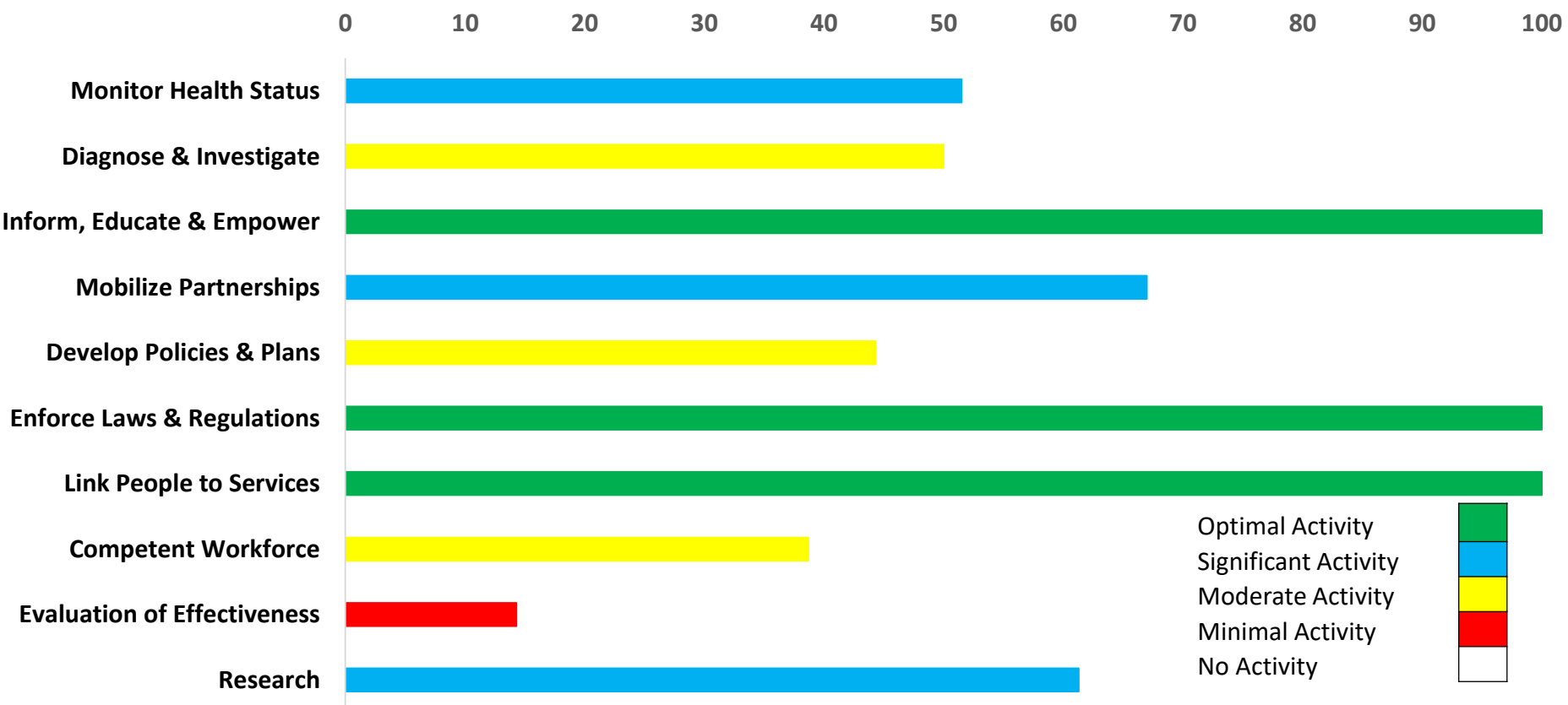
System Improvements

ES #9 (Evaluate effectiveness, accessibility, and quality of personal and population-based health services)

ES #2 (Diagnose and investigate health problems and hazards)

ES #5 (Develop policies and plans to achieve health goals)

Fig 3. Results of Milwaukee L-SIP assessment in May 2018



SUMMARY

- In light of new system partners and priorities since Milwaukee's first L-SIP assessment conducted 8 yrs. ago, it was time to reassess the system's performance
- MHDL's 2010 assessment and subsequent system improvements provided a solid groundwork to approach reassessment and streamline planning
- Approximately 80% of the attendees were entirely new to the assessment process thus posing a challenge to the host laboratory in conveying purpose of event (laboratory centric vs. system improvement focused)
- System partners were engaged in open discussions on system strengths, improvement areas and partner interests in support of the greater laboratory system.
- Plans are in progress to spearhead system improvement efforts with identified next steps in 2019 and beyond.

NEXT STEPS

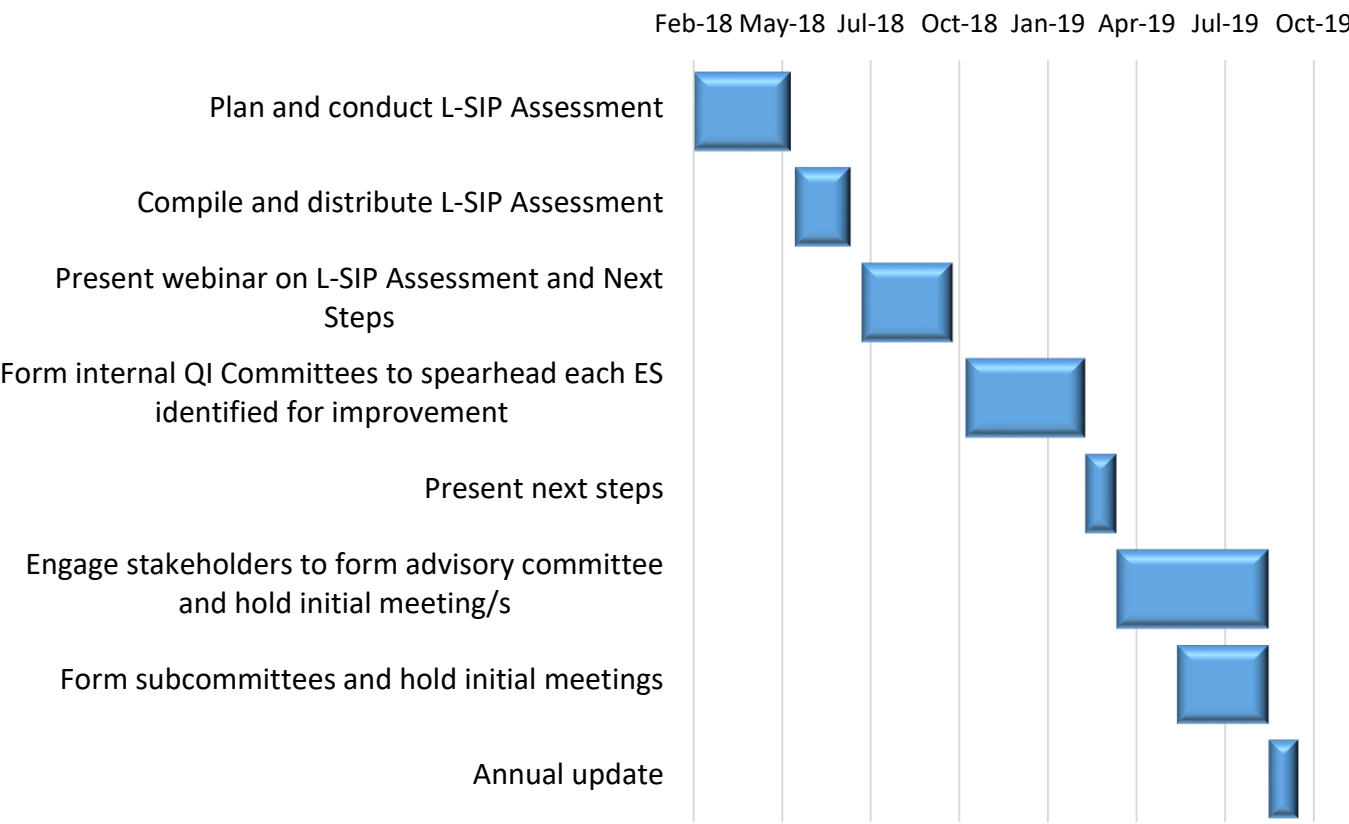
Essential Service #2

- Improve LPHL messaging amongst partners **HIGH**
- Expand capacity and explore resource capabilities amongst local and state public health labs **HIGH**
- Develop a memorandum of understanding (MOU) with stakeholders **LOW**
- Participate in debriefing following an outbreak investigation and a table top exercise for preparedness **MODERATE**

Essential Service #5

- Form an advisory committee **HIGH**
- Establish system and frequency for assessing system performance measure **MODERATE**
- Create system-wide database of laboratory resources **HIGH/MODERATE**

Fig 5. Gantt Chart depicting proposed next steps



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